

## Customer Services Assistant

District/Department	Facilities Management	Rank/Grade	Band B
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Role purpose:	
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### Summary of Main Duties:

To liaise with engineers/technical team on a daily basis with regards to requests received via the helpdesk portal.

To maintain the Energy Bill Management database recording actual against meter readings.

To raise all orders on the Asset Management System and ensure compliance with Financial Regulations.

To create monthly reports to management team on project/contract spends and engineer work-streams from the Asset management system.

Provide Asset monitoring for the department, including inventories.

Maintain Estates portfolio on asset management system.

Helpdesk Advisor to both the department and customers both internally and externally.

Any other duties commensurate with grade of the post.

### Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

<u>Competency</u> <a href="https://profdev.college.police.uk/competency-values/">https://profdev.college.police.uk/competency-values/</a>	<u>CVF Level</u> Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1
Core values for ALL employees:	
Integrity Impartiality	Public Service Transparency

<b>Experience, Education and Skills:</b> <i>Ideally between 4 and 6 of each</i>
<b>Essential Criteria (used for short-listing):</b>
Previous administrative and computer experience
Competent in the use of Microsoft Word and Excel, Email and the internet
Good Communication skills
Ability to work on own initiative
<b>Desirable:</b>